

## COMMUNICATIONS

### Telephone, Information Systems, and Police Radio

I. Purpose. To describe existing capability and outline remedial actions should interruption occur.

#### II. Capability.

##### A. Telephone system.

The telephone system is dependent upon electrical power to be fully functional with ring feature. The telephone system is equipped with an “uninterrupted supply source,” and both municipal center and public works have back-up generators for power supply.

The police department 9-1-1 system is the same as the above; however, an added redundancy within the police department communications center is that 9-1-1 and other incoming calls will roll over to the emergency telephone box lines should the other lines be interrupted. Only one call may be received at a time in this situation.

A number of cellular telephones are assigned to city staff; however, in the early stages of a widespread disaster, they will likely not be operable.

##### B. Information System.

Computers and email are also dependent upon electrical supply and benefit from the emergency generator capability.

##### C. Police Radio.

The radio system for dispatching police patrols is equipped with UPS and is functional with the emergency generator. Generator powered electrical outlets will permit recharging batteries of hand-held radios.

III. Interruptions. Service interruptions may occur with power outages and continued service will be dependent upon emergency generators. External interruptions of telephone service cannot be mitigated at the local level. The most probable source of interruption is the necessity to evacuate the building due to a threat or loss of the building and systems due to a disaster.

#### IV. Remedial Actions.

A. Alternate Location. Loss of access to the municipal building will require relocation of staff to an alternate site. The primary site is Public Works which has back-up generator power.

The alternate site does not provide sufficient space, has limited telephone access, and limited access to computers.

## B. Alternatives for Police Communications.

1. Loss of telephone service and 9-1-1 will require the turn-over of the dispatch function to Montgomery County. The 9-1-1 calls are received in Montgomery County communications and the department has a number of radios with the county channel programmed to receive dispatches.

2. Total loss of capability (including Montgomery County) will require dispersal of police patrols throughout the city at central locations in population centers for one-on-one contact.

3. Communications dispatcher can temporarily relocate to a police cruiser and dispatch patrols from that location as required. This has limited utility without access to telephone systems.

4. Telephone company will be requested to re-route telephone calls to another location if the only problem is access to the police communications area.